

Re: KSIS Alert: Central Server Issue Resolved

Subject	Re: KSIS Alert: Central Server Issue Resolved
From	Conner, Dede - Director, Division of Enterprise Data
To	All State KSIS Contacts
Sent	Friday, March 15, 2013 12:31 PM

Functionality has been restored for the centrally hosted districts. Hosting is researching the root cause to prevent any future issues.

Thank you,

Michael Mock | Senior Client Executive | Infinite Campus, Inc.

[4321 109th Ave NE | Blaine](#)

Sent from my iPhone

On Mar 15, 2013, at 10:59 AM, "Conner, Dede - Director, Division of Enterprise Data"

[<dede.conner@education.ky.gov>](mailto:dede.conner@education.ky.gov) wrote:

Infinite Campus Update

There is an issue with the restart command failing on the central database server. Our hosting team has contacted the KETs service desk and is working to resolve the issue. Infinite Campus needs to have a technician respond to this call and they should be on-site within approximately 30 minutes. At this time there is no estimate time for complete resolution.

Thank you,

Michael Mock | Senior Client Executive | Infinite Campus, Inc.

4321 109th Ave NE | Blaine, MN 55449 | Direct 763.795.4085

Cell: 740.607.3662 | Fax: 651.697.1203 |

From: Barnette, Garnetta - Division of Enterprise Data

Sent: Friday, March 15, 2013 9:52 AM

To: All State KSIS Contacts

Cc: Michael Mock; Rhoton, Lisa - Infinite Campus

Subject: KSIS Alert: Central Server Issue

Importance: High

The following information has been provided by Infinite Campus. It only affects districts who are in the central time zone and hosted in Frankfort.

Hello,

Our hosting team has informed me of a critical memory leak in one of the Central Database servers. This will require a reboot of the server or it will crash at an unknown time later today. We plan an outage starting at 9:00 AM central time. Our centrally hosted districts in Kentucky will be down approximately 10-15 minutes.

Thank you,

Michael Mock | Senior Client Executive | Infinite Campus, Inc.
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Cell: 740.607.3662 | Fax: 651.697.1203 |